

## ABSTRACT OF THE DISCLOSURE

A product maintenance method according to the present invention includes: receiving access regarding a repair  
5 request for a product from a terminal of a user who uses the product via the Internet; transmitting screen information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet; and receiving  
an agreement to the repair conditions and a repair request  
10 for the product from the terminal of the user via the Internet.